



JOHN NAIMO
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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November 4, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: John Naimo 
Auditor-Controller

SUBJECT: **TENDER CARE HOME HEALTH – A DEPARTMENT OF HEALTH
SERVICES HOME HEALTH SERVICES CONTRACT SERVICE
PROVIDER – CONTRACT COMPLIANCE REVIEW**

We completed a review of Tender Care Home Health (Tender Care or Contractor), a Department of Health Services (DHS) Home Health Services contract service provider. The purpose of our review was to evaluate Tender Care's compliance with their County contract. Our review included a review of patient files, employee personnel records, and other applicable documents.

DHS paid Tender Care a total of \$251,775 on a fee-for-service basis during Fiscal Year 2013-14. Tender Care provides home health services for patients referred by DHS and is located in the Fifth Supervisorial District.

Results of Review

Tender Care maintained a Quality Control Plan as required, and the staff had the required qualifications. However, Tender Care did not always comply with all of the County contract requirements. For example, Tender Care:

- Did not conduct annual health screenings and obtain proof of required immunizations for four (67%) of the six employees we reviewed, potentially putting their employees and patients at risk. In addition, Tender Care did not always conduct initial and annual tuberculosis screenings for their employees.

Tender Care's attached response indicates that they will require annual health and tuberculosis screenings, and will have all clinicians immunized.

- Did not always comply with contract documentation requirements. For example, Tender Care does not provide DHS with discharge notices and written reports of patients' clinical findings timely.

Tender Care's attached response indicates that they will reinforce the importance of submitting documentation timely to staff and monitor for compliance.

Details of our review, along with recommendations for corrective action, are attached.

Review of Report

We discussed our report with Tender Care and DHS on September 9, 2014. Tender Care's attached response indicates agreement with our findings and recommendations. DHS will work with the Contractor to ensure our recommendations are implemented.

We thank Tender Care management and staff for their cooperation and assistance during our review. Please call me if you have any questions, or your staff may contact Don Chadwick at (213) 253-0301.

JN:AB:DC:AA:js

Attachments

c: William T Fujioka, Chief Executive Officer
Mitchell H. Katz, M.D., Director, Department of Health Services
May Lay Mak, Administrator, Tender Care Home Health
Public Information Office
Audit Committee

**TENDER CARE HOME HEALTH
HOME HEALTH SERVICES
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2013-14**

BILLED SERVICES

Objective

Determine whether Tender Care Home Health (Tender Care or Contractor) provided the services billed to the Department of Health Services (DHS) in accordance with their County contract.

Verification

We reviewed Tender Care's invoices and other supporting documentation for \$38,771 (15%) of the \$251,775 that DHS paid to the Contractor during Fiscal Year 2013-14. We also reviewed medical records for 25 patients sampled who DHS referred to Tender Care.

Results

Tender Care did not always comply with the contract documentation requirements. Specifically, Tender Care did not:

- Provide DHS with a written report of clinical findings for all 25 patients reviewed within one day of the initial nursing assessment. DHS staff confirmed that the Contractor verbally notifies DHS of the assessments within one day.
- Submit a discharge notice for 22 (88%) of the 25 patients reviewed to DHS within 30 days of discharge. The discharge notices trigger DHS staff to close-out the patients' charts.
- Submit summaries of services provided to patients and their progress, and an assessment of the patients' needs to DHS every 60 days for two (8%) of the 25 patients reviewed. These records need to be provided to DHS so a physician can review and approve any changes in the patient's treatment plan.

Recommendations

Tender Care Home Health management ensure staff:

- 1. Provide the Department of Health Services a written report of clinical findings within a day of a patient's initial nursing assessment.**

2. Submit discharge notices, summaries of services provided to patients and their progress, and an assessment of patients' needs within the required timeframes.

STAFFING QUALIFICATIONS

Objective

Determine whether Tender Care staff had the qualifications required by their County contract.

Verification

We reviewed the personnel files for six (21%) of the 28 Tender Care employees who provided services to DHS patients.

Results

Tender Care's staff had the required qualifications.

Recommendation

None.

ADMINISTRATIVE CONTROLS/QUALITY CONTROL

Objective

Determine whether Tender Care was in compliance with County contract administrative requirements. In addition, determine whether Tender Care maintained a comprehensive Quality Control Plan (QCP), and used the QCP to ensure that they provided the required services.

Verification

We interviewed Tender Care personnel, and reviewed their policies and procedures, QCP, and other applicable documents.

Results

Tender Care maintained an appropriate QCP. However, the Contractor did not always comply with their QCP relating to contract documentation and contract personnel requirements (refer to Recommendations 1, 3, and 4).

Recommendation

None.

PERSONNEL**Objective**

Determine whether Tender Care complied with personnel contract requirements, and maintained personnel files as required.

Verification

We reviewed personnel files and other documentation for six (21%) of the 28 Tender Care employees.

Results

Tender Care did not always comply with the contract's personnel requirements, potentially putting their employees and patients at risk. Specifically, for the six employees we reviewed, Tender Care did not:

- Conduct annual health screenings for four (67%) employees.
- Conduct initial and annual tuberculosis screenings for two (33%) employees.
- Conduct an annual tuberculosis screening for one (17%) employee.
- Obtain proof that four (67%) employees had all of the required immunizations.

Employees must complete health screenings to ensure that they are free from contagious diseases, and are capable of providing services. In addition, Tender Care employees that do not have current immunizations are at-risk of being exposed to diseases when providing patient care.

Recommendations

Tender Care Home Health management ensure employees:

- 3. Complete annual health and tuberculosis screenings, initial tuberculosis screenings, and maintain supporting documentation.**
- 4. Maintain current immunizations, and supporting documentation.**

Tender Care Home Health

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September 19, 2014

To: John Naimo

Acting Auditor-Controller

Subject: Plan of Correction for Contract Compliance Review

We have gone through the results of contract review with our QI team and Human Resources team. We plan to continue what has been done right, and try our best efforts to comply with county contract requirements.

The following are problems identified and our plan of correction:

1. Did not conduct annual health screenings and obtain proof of required immunizations for 67% of the employees reviewed, potentially putting their employees and patients at risk. In addition, Tender Care did not always conduct initial and annual tuberculosis screenings for their employees.

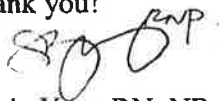
Plan: change policy to annual physical exam including TB clearance. Will attempt to have all clinicians immunized as required. Will discuss with referral sources when we can't find clinicians who have all updated immunizations according to county contract to see patients being referred.

2. Did not always comply with contract documentation requirements. For example, Tender Care does not provide DHS with discharge notices and written reports of patients' clinical findings timely.

Plan: reinforce to all staff the importance of submitting documentation on a timely manner. Have office staff to check compliance and decrease work load for clinicians who have problem submitting reports on time.

Please let me know if you have any more questions or concerns

Thank you!



Linda Yang RN, NP
Director of Patient Care Services
Tender Care Home Health